



# 10 pledge Covid action plan

**The Betting and Gaming Council (BGC), the standards body for betting and gaming which covers betting shops, online betting and gaming businesses and casinos, sets out the standards expected of our members during the Covid-19 (Coronavirus) pandemic.**

The 10 pledges build on actions and interventions that BGC members do as part of safer gambling operations, however the BGC will now require heightened monitoring, tailored responses and

new action to address the unprecedented situation of social distancing and home working. Although overall gambling fell due to the absence of sport and the closure of betting shops and casinos, the pledges help ensure that the highest safeguards are in place and action is taken to protect anyone betting online who may be more vulnerable as a result of the crisis.

The pledges demonstrate the BGC's determination to ensure the highest standards are implemented and cover the following areas:



**1. Increase safer gambling messages across all sites and direct to all customers**



**2. Step up interventions if customers increase time and spend beyond normal pre-crisis patterns**



**3. Actively promote deposit limits**



**4. Action to ensure appropriate and responsible advertising including monitoring volume**



**5. Report all illegal, rogue advertising from black market online operators**



**6. One-strike-and-you're-out policy where affiliates breach pledges**



**7. Signpost help to GAMCARE and the National Gambling Helpline and GamStop for self-exclusion**



**8. Commitment to ensuring funding for Research Education and Treatment (RET)**



**9. Welfare checks and well-being help for staff**



**10. Supporting the Government's 'National Effort' with volunteers and facilities**